



REPORT TO: PERFORMANCE & AUDIT COMMITTEE – 27 SEPTEMBER 2023

REPORT ON: CARE INSPECTORATE GRADINGS – REGISTERED CARE HOMES FOR ADULTS/ OLDER PEOPLE AND OTHER ADULT SERVICES 2022-23

REPORT BY: CHIEF FINANCE OFFICER

REPORT NO: PAC27-2023

1.0 PURPOSE OF REPORT

The purpose of this report is to summarise for the Performance and Audit Committee the gradings awarded by the Care Inspectorate to Dundee registered care homes for adults/ older people and other adult services in Dundee for the period 1 April 2022 to 31 March 2023.

2.0 RECOMMENDATIONS

It is recommended that the Performance & Audit Committee (PAC):

- 2.1 Note the changes to the scale and scope of Care Inspectorate led inspections carried out in 2022-23 during the reporting year (section 4.1)
- 2.2 Note the contents of this report and the gradings awarded as detailed in the attached performance report (Appendix 1) and highlighted in section 4.2 below.
- 2.3 Note the range of continuous improvement activities progressed during 2022-23 as described in section 4.3 and Appendix 1.

3.0 FINANCIAL IMPLICATIONS

None

4.0 MAIN TEXT

4.1 Background

- 4.1.1 The Care Inspectorate is responsible for the inspection and regulation of all registered care services in Scotland. The regulatory authority ensures that care service providers meet the Health and Social Care Standards which came into effect in April 2018. The Care Inspectorate use a six-point grading system against which certain key themes are graded. The grades awarded are published in inspection reports and on the Care Inspectorate's website at www.careinspectorate.com.
- 4.1.2 During 2021-22 an additional key question to augment frameworks (Key Question 7) was introduced under duties placed upon the Care Inspectorate by the Coronavirus (Scotland)(No.2) Act. For 2022-23 this key question was removed and elements pertaining to infection prevention and control were incorporated under a new quality indicator in Key Question 1 in the relevant frameworks. There was also a further amendment to include a quality indicator focused on meaningful contact, which reflects

the right of every adult and older person living in a care home to connect with family, friends and community.

- 4.1.3 During 2022-23 the Care Inspectorate prioritised services they hadn't visited during the pandemic as well as those identified as high risk.

4.2 Gradings Awarded

- 4.2.1 Within the 40 registered services listed in the performance report contained within appendix 1, 55 inspections were undertaken. This included 35 inspections carried out in 22 care homes and 20 inspections carried out in 18 other adult services. Five care homes operated by Dundee Health and Social Care Partnership were inspected during the reporting year.

- 4.2.2 Table 1 illustrates the number of services receiving a grade of 1-6 in one or more key question along with a comparison from 2021-22. It should be noted that the majority of services were inspected in 2021-22 against a different set of key question criterion, however the information provided in Table 1 nonetheless provides an overview comparison of the overall quality of service provision.

Table 1: Grade Received by Service	Care Homes		Other Adult Services	
	2022-23	2021-22	2022-23	2021-22
Number of Services Inspected	22	13	18	5

6 'excellent' in one or more key questions	1	5%	0	0%	0	0%	0	0%
5 'very good' in one or more key questions	6	27%	1	8%	9	50%	0	0%
4 'good' in one or more key questions	13	59%	3	23%	12	67%	2	40%
3 'adequate' in one or more key questions	12	55%	11	85%	7	39%	5	100%
2 'weak' in one or more key questions	4	18%	5	38%	2	11%	1	20%
1 'unsatisfactory' in one or more key questions	-	-	-	-	-	-	-	-

4 'good' and above in all grades	9	41%	2	15%	10	56%	0	0%
3 'adequate' or below in all grades	3	14%	8	62%	2	11%	3	60%

The gradings data evidences an improvement in grades between 2021-22 and 2022-23 for both care homes and other adult services. In 2022-23 the proportion of care homes and other adult services that received grades of 'good' or above in all key questions increased significantly. A significant decrease was also apparent in the proportion of registered services that received grades of 'adequate' or below in all key questions. The number of care homes and other adult services that received grades of 'very good' or 'excellent' in at least one key question also increased from 1 in 2021-22 to 16 in 2022-23.

- 4.2.3 A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010, its regulations, or orders made under the Act, or a condition of registration.

Requirements are enforceable in law. Requirements were placed on 19 of the 40 services following inspection during 2022-23. As at the end of the reporting year 2 providers had a total of 2 Requirements outstanding. Details of the improvement support provided to some of these services is set out in section 4.3 and Appendix 1.

4.2.4 Enforcement is one of the Care Inspectorate’s core responsibilities and is central to protecting residents and bringing about an improvement in the quality of care services. There were no enforcement measures put in place for any service during 2022-23.

4.2.5 Table 2 shows the overall percentage awarded at grades 1 to 6 for care homes. Of the 35 care homes inspected, 102 grades were awarded against the key questions noted below.

Table 2: Grade 2022-23	Overall	How well do we support people’s wellbeing?	How good is our leadership ?	How good is our staff team?	How good is our setting?	How well is our care and support planned?
6 ‘excellent’	2%	3%	4%	0	0	0
5 ‘very	14%	16%	18%	7%	8%	12%
4 ‘good’	28%	20%	33%	33%	46%	19%
3 ‘adequate’	43%	45%	41%	40%	38%	50%
2 ‘weak’	13%	16%	4%	20%	8%	19%
1 ‘unsatisfactory’	0%	0	0	0	0	0

Table 2 demonstrates that grades of ‘very good’ or excellent’ were more likely to be awarded against key questions relating to supporting people’s wellbeing and leadership of care home services. Where grades of ‘weak’ were awarded these were more likely to be associated with supporting people’s wellbeing, quality of staffing and quality of care and support planning.

Of the 5 Partnership operate care homes inspected during 2022-23, three ended the year with an evaluation of ‘good’ against all Key Questions inspected, one with an evaluation of ‘very good’ against all Key Questions and one with an evaluation of ‘excellent’ against all Key Questions.

The breakdown of gradings illustrated in Table 2 has not been possible for other adult services as there are a variety of different models of service within adult services and the number of inspections during 2022-23 were too few in each of the different models to indicate any trends.

4.3 Continuous Improvement

4.3.1 There continues to be a joint commitment to continuous improvement and a proactive approach to improving and sustaining quality which involves care home providers, other adult service providers, the Care Inspectorate and representatives of Dundee Health and Social Care Partnership. This is particularly evident when significant concerns arise. There have been many benefits of such an approach e.g. effective sharing of information, shared agreement about improvement activity required and monitoring of the same until such point concerns have been adequately addressed. Appendix 1 contains further information about the range of improvement support available to providers across care home, care at home, housing support and other adult services.

4.3.2 Appendix 1 provides further information about improvement support provided to care home providers who achieved grades of ‘weak’ or below in some aspects of their inspection gradings. This included:

- Enhanced contract monitoring arrangements;

- Additional support from the Care Home Team;
- Commencement of Adult Support and Protection Large Scale Investigations, supported by a voluntary embargo on new admissions; and,
- Support to address staff vacancies in key positions, including appointment of permanent Care Home Managers, and to support Care Home Managers to lead effective improvement activity.

In two of the three services this has resulted in improved gradings, with work ongoing with the third provider at the end of the year.

4.3.3 A number of high performing services are also identified within Appendix 1, having received grades of 'excellent' and 'very good' across multiple aspects of the key questions utilised for inspection. Some of the common areas of strength identified across these services included: motivated staff who are eager to provide high quality services; quality of relationships and communication between the service, people they care for and support, unpaid carers and other agencies; good leadership of the service; the availability of a wide range of meaningful social activities; high standards of infection prevention and control practice; adequate staffing resources in place to support high quality service provision; and, a commitment to seeking and listening to feedback from services users and unpaid carers.

5.0 POLICY IMPLICATIONS

5.1 This report has been subject to the Pre-IIA Screening Tool and does not make any recommendations for change to strategy, policy, procedures, services or funding and so has not been subject to an Integrated Impact Assessment. An appropriate senior manager has reviewed and agreed with this assessment.

6.0 RISK ASSESSMENT

This report has not been subject to a risk assessment as it relates to the publication of Care Inspectorate information and is for information only.

7.0 CONSULTATIONS

The Chief Officer, the Clerk, Heads of Service - Health and Community Care and Chief Social Work Officer were consulted in the preparation of this report.

8.0 BACKGROUND PAPERS

None.

Dave Berry
Chief Finance Officer

DATE: 28 August 2023

Rosalind Guild
Contracts Officer

APPENDIX 1 - PERFORMANCE REPORT – CARE INSPECTORATE GRADINGS

DUNDEE REGISTERED CARE HOMES FOR ADULTS/OLDER PEOPLE AND OTHER ADULT SERVICES

1 APRIL 2022 – 31 MARCH 2023

INTRODUCTION

The purpose of this report is to summarise for members the findings and gradings awarded by the Care Inspectorate to registered care homes for adults/older people and other adult services within Dundee for the period 1 April 2022 to 31 March 2023.

The Care Inspectorate regulates and inspects care services to make sure they meet the right standards. It also works with providers to help them improve their service and make sure everyone gets safe, high quality care that meets their needs. The Care Inspectorate has a critical part to play to make sure that care services in Scotland provide good experiences and outcomes for the people who use them and their carers.

In consultation with the social care sector, the Care Inspectorate have developed a self-evaluation and quality framework model based on the Scottish Government's Health and Social Care Standards. This model has been used to develop a suite of quality frameworks for different service types to evaluate the quality of care during inspections and improvement planning. It is recognised that self-evaluation is a core part of quality assurance and supporting improvement and this framework is primarily designed to support care services in self-evaluation. The same framework is then used by the Care Inspectorate to provide independent assurance about the quality of care and support. By setting out what Inspection Officers expect to see in high-quality care and support provision, it can help support improvement and supports openness and transparency of the inspection process.

The Quality Framework for Care Homes for Adults and Older People has been used for the services inspected in appendices A and B.

The Care Inspectorate continue to inspect using a six-point grading scale (see below) against which the following key themes are graded:



Each theme is assessed from 1 to 6 with 1 being 'unsatisfactory' and 6 'excellent'.

The grading scale used is:

6	excellent
5	very good
4	good
3	adequate
2	weak
1	unsatisfactory

CHANGE OF FOCUS FOR CARE INSPECTIONS SINCE 2021-2022

During 2021-22 an additional key question to augment frameworks (Key Question 7) was introduced under duties placed upon the Care Inspectorate by the Coronavirus (Scotland)(No.2) Act. For 2022-23 this key question was removed and elements pertaining to infection prevention and control were incorporated under a new quality indicator in Key Question 1 in the relevant frameworks. There was also a further amendment to include a quality indicator focused on meaningful contact, which reflects the right of every adult and older person living in a care home to connect with family, friends and community.

Healthcare Improvement Scotland has published new Infection Prevention and Control (IPC) Standards that apply to health and adult social care settings. The standards will act as a key component in the drive to reduce the risk of infections in health and social care in Scotland. They will support services to quality assure their IPC practice and approaches, and the IPC principles set out in the National Infection Prevention and Control Manual. The Care Inspectorate will take account of the standards in all inspections and regulation of adult and older people's care services including care homes.

During 2022-23 the Care Inspectorate prioritised services they hadn't visited during the pandemic as well as those identified as high risk.

OVERVIEW OF THE SERVICES INSPECTED

A total of 55 inspections were carried out in 40 services during 2022-23 (see Appendices A and B):

- 35 inspections in 22 care homes
- 20 inspections in 18 other adult services

Where there are performance concerns at an inspection resulting in a number of requirements being imposed, a follow up visit is arranged. This can result in further action being taken or grades being amended. This is relevant in 8 care home services and 2 other adult services during 2022-23 and a breakdown of the requirements are listed in Appendix C and Appendix D respectively if grades were grade 2 (weak) or lower at any time during the initial or follow-up inspections.

Inspection visits can also be carried out if complaints are made against a service and can result in a change to grades.

Table 1 shows which sectors received an inspection:

Table 1: Inspected Services - Sector Data	DHSCP	Private	Voluntary	Total
Number of Care Homes	5	15	2	22
%	23%	68%	9%	100%
Number of Other Adult Services				
Number of Other Adult Services	0	11	7	18
%	0%	61%	39%	100%

Summary of the gradings awarded in Dundee

A full breakdown of all gradings received in 2022-23 is contained in appendices A and B.

Table 2 illustrates the number of services who received the undernoted gradings in one or more of the key questions inspected and the comparison from previous year 2021-22. The process for inspection differed between the two years however this comparison reflects overall service quality.

Table 2: Grade Received by Service	Care Homes		Other Adult Services	
	2022-23	2021-22	2022-23	2021-22
Year				
Number of Services Inspected	22	13	18	5

6 'excellent' in one or more key questions	1	5%	0	0%	0	0%	0	0%
5 'very good' in one or more key questions	6	27%	1	8%	9	50%	0	0%
4 'good' in one or more key questions	13	59%	3	23%	12	67%	2	40%
3 'adequate' in one or more key questions	12	55%	11	85%	7	39%	5	100%
2 'weak' in one or more key questions	4	18%	5	38%	2	11%	1	20%
1 'unsatisfactory' in one or more key questions	-	-	-	-	-	-	-	-

4 'very good' and above in all grades	9	41%	2	15%	10	56%	0	0%
3 'adequate' or below in all grades	3	14%	8	62%	2	11%	3	60%

Table 3 – Care Homes (35 inspections, 102 grades awarded)

Table 3: Grade 2022-23	Overall	How well do we support people's wellbeing?	How good is our leadership ?	How good is our staff team?	How good is our setting?	How well is our care and support planned?
6 'excellent'	2%	3%	4%	0	0	0
5 'very'	14%	16%	18%	7%	8%	12%
4 'good'	28%	20%	33%	33%	46%	19%
3 'adequate'	43%	45%	41%	40%	38%	50%
2 'weak'	13%	16%	4%	20%	8%	19%
1 'unsatisfactory'	0%	0	0	0	0	0

The breakdown of gradings illustrated in Table 3 above has not been possible for other adult services as there are a variety of different models of service within adult services and the number of inspections during 2022-23 were too few in each of the different models to indicate any trends.

Balhousie Clement Park (owned by Balhousie Holdings Limited) – Throughout 2021-22 this care home experienced a variety of difficulties resulting in poor grades, the Care Inspectorate issuing an Improvement Notice and twice being part of an Adult Support & Protection Large Scale

Investigation process. Moving into 2022-23 a period of enhanced contract monitoring and support from the Care Home Team followed. A permanent manager was appointed in June 2023. Previous concerns continued to arise and a further Adult Support & Protection Large Scale Investigation commenced on 1 September 2022 with a voluntary embargo put in place for new admissions. From that time until the process ended in January 2023, marked improvements were noted primarily owing to the management and leadership skills of the new manager in leading the staff group and embedding care and support processes within the home. Enhanced contract monitoring subsequently followed the end of this Large Scale Investigation which evidenced the continued sustainability of improvement.

Balhousie St Ronan's (owned by Balhousie Holdings Limited) – An inspection was carried out on 22 July 2022 which resulted in adequate/good grades and two requirements to be met by October 2022. At the follow up visit on 4 November 2022 the requirements had not been met and a number of other concerns had arisen resulting in further requirements being imposed and grades of weak/adequate. A number of complaints had also been upheld during this period. This was a service in transition owing to the long-serving manager having resigned and a number of temporary arrangements and high staff turnover having a detrimental effect on the management and leadership within the care home. An Adult Support and Protection Large Sale Investigation commenced on 23 January 2023 and is still in place at this time. A permanent manager was appointed in June 2023.

Pitkerro Care Centre (owned by Hudson Healthcare Ltd) – A new manager was appointed in June 2022. Grades from the inspection carried out the following month were poor however the Care Inspectorate recognised that the recently appointed manager had identified the areas of concern in advance of the inspection and with the support of the Care Home Team and other professionals was starting to make improvements. The Care Inspectorate carried out three follow up visits and in February 2023 all grades were improved to adequate and all outstanding requirements met.

Care Inspectorate Key Messages – High Performing Services

White Top Respite Service

- The people and carers who use the White Top Centre respite service receive an excellent service.
- People had good opportunities to enjoy a wide variety of meaningful activities.
- During Covid-19 restrictions the service was imaginative in the way it supported people.
- Staff were very motivated and eager to provide high quality support to people.
- Staff told us that they had time to do their jobs well.
- The service is extremely good at communicating with carers and other agencies.
- The service was extremely well led.
- The service had excellent infection prevention (IPC) and control practices and policies.
- When we inspected the service it was providing respite over three weekday nights each week, but was hoping to return to the seven nights a week service it provided prior to the Covid-19 pandemic.

Harestane Care Home

- Staff interactions with people were warm and kind
- People were not rushed
- All staff were committed to promoting social activities
- Staff demonstrated very good infection prevention and control practices
- There were sufficient numbers of staff available to achieve people's health and wellbeing outcomes
- The manager was responsive to feedback and committed to making positive improvements within the service

TayCare at Home Support Service

- Very good relationships between staff and those they support.
- One person receiving a service commented, 'They're like a ray of sunshine in the morning'.

- Although recruitment remains difficult, people commented that consistency of staff was good.
- Clearly very person-centred in staff interactions and documentation.
- The service is responsive to changes in the health and well-being of those they support.
- Staff looked for opportunities to maintain the independence of those they support.
- Infection prevention and control measures were of a high standard.
- There was good consultation with stakeholders, but efforts could be made to include staff more effectively. We suggested that re-introducing team meetings, or equivalent, may be of benefit.

Requirements

A requirement is a statement which sets out what a care service must do to improve outcomes for people who use services and must be linked to a breach in the Public Services Reform (Scotland) Act 2010, its regulations, or orders made under the Act, or a condition of registration. Requirements are enforceable in law.

Requirements were placed on 11 of the 22 (50%) care homes inspected and 8 of the 18 (44%) other adult services inspected.

Complaints

A complaint is an expression of dissatisfaction by about a registered care service's action or lack of action, or about the standard of service provided by or on behalf of a registered care service'. Following investigation, a decision will be made by the Care Inspectorate whether the complaint is upheld or not upheld.

During 2022-23 the Care Inspectorate received one or more complaints relating to 10 care home services and 5 other adult services in Dundee. Of these, all were upheld or at least one of the following elements upheld.

Complaints – Care Homes	Complaints – Other Adult Services
<p>Wellbeing</p> <ul style="list-style-type: none"> • Other • Emotional • Social <p>Healthcare</p> <ul style="list-style-type: none"> • Medication issues • Oral Health • Inadequate healthcare or healthcare treatment • Infection control issues • Palliative care • Hydration • Tissue viability • Nutrition • Other <p>Staff</p> <ul style="list-style-type: none"> • Levels • Other fitness issues 	<p>Communication</p> <ul style="list-style-type: none"> • Between staff and service users/relatives/carers • Information about the service <p>Staff</p> <ul style="list-style-type: none"> • Other • Training/qualifications • Levels <p>Healthcare</p> <ul style="list-style-type: none"> • Medication issues • Infection control issues • Tissue viability • Continence care <p>Wellbeing</p> <ul style="list-style-type: none"> • Other <p>Property</p> <ul style="list-style-type: none"> • Care of

<p>Record-keeping</p> <ul style="list-style-type: none"> • Other <p>Protection of People</p> <ul style="list-style-type: none"> • Adults <p>Access</p> <ul style="list-style-type: none"> • To other services e.g. advocacy/health • Other <p>Communication</p> <ul style="list-style-type: none"> • Between staff and service users/relatives/ carers <p>Choice</p> <ul style="list-style-type: none"> • Other • Activities • Care and treatment <p>Property</p> <ul style="list-style-type: none"> • Loss of/missing <p>Policies and Procedures</p> <ul style="list-style-type: none"> • Complaint procedure <p>Environment</p> <ul style="list-style-type: none"> • Fitness of premises/environment • Inadequate facilities <p>Food</p> <ul style="list-style-type: none"> • Choice • Quality • Other <p>Privacy and Dignity</p> <ul style="list-style-type: none"> • Private and Dignity 	<p>Choice</p> <ul style="list-style-type: none"> • Care and treatment <p>Environment</p> <ul style="list-style-type: none"> • Security <p>Policies and Procedures</p> <ul style="list-style-type: none"> • Complaints procedure
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Enforcements

Enforcement is one of the Care Inspectorate's core responsibilities and is central to protecting residents and bringing about an improvement in the quality of care services.

There were no enforcement measures put in place for any service during 2022-23.

CONTINUOUS IMPROVEMENT

There continues to be a joint commitment to continuous improvement and a proactive approach to improving and sustaining quality which involves service providers, the Care Inspectorate and representatives of Dundee Health and Social Care Partnership. This is particularly evident when significant concerns arise. There have been many benefits of such an approach e.g. effective sharing of information, shared agreement about improvement activity required and monitoring of the same until such point concerns have been adequately addressed.

Care Home Services

The Care Home Team continue to provide support to all care homes in Dundee with enhanced supports available at times of concern for individual homes. The Care Home Team has now appointed an Occupational Therapist within the team to further enhance the support they are able to provide.

The partnership continues to host Care Home Providers forums on a monthly basis which is now co-chaired with the Scottish Care Independent Sector Lead.

There is now a fully functioning intermediate care unit to facilitate discharge from mental health units. When appropriate, this allows assessments to be undertaken to establish what level of care is required, which often results in admission to a care home after assessments. This unit is also used to prevent admission to a mental health unit where appropriate whilst assessments can be undertaken to return people back to their care setting, which can often be a care home.

Adaptations are currently being investigated in one of the care homes to facilitate future bariatric service users due to a lack of resources in the city. This has already been achieved in one care home and is now being explored in a second at the different side of the city.

Care at Home Services

During the initial few months of 2022-23 care at home services continued to find it difficult to recruit and retain staff. In addition to the usual challenge from other parts of health and social care, such as hospitals and care homes, they also faced recruitment competition from the retail and hospitality sector. It was recognised that the well-established model of paying providers that deliver care at home services based on the actual hours supplied was a contributory factor to the recruitment and retention issues.

It had been planned to embed fairer working conditions within care at home services as part of the next tendering exercise but it was agreed to accelerate these plans by focusing on the 'shift issue' immediately as part of a Test of Change. There were a number of primary and secondary drivers behind this decision but central to it was to support improved recruitment and retention and improved health and wellbeing outcomes for service users, by encouraging care at home services to use the paid downtime creatively to support people.

The Test of Change commenced on 10 October 2022 for care at home services and ran to 31 March 2023 with an evaluation completed. The feedback was overwhelmingly positive with a number of recommendations being made in the evaluation report that are now being followed up and embedded within ongoing contractual and service provision arrangements.

Care At Home/Housing Support (LD & MH)

During 2022-23 work has continued on Strategic Housing Investment Plan (SHIP) developments. A number of service providers have been appointed to new housing developments which provide supported accommodation to service users with a variety of assessed learning disability/mental health needs in Dundee. The identification of service providers is carried out via meetings of the Dundee Collaborative Group. This group uses a partnership working approach to decision making and providers involved in this process have given positive feedback.

Substance Abuse / Homelessness

Substance Use and Homelessness commissioned services remained fully operational throughout the pandemic and continue to do so having come through this difficult time. Excellent partnership working between the Partnership, Dundee City Council Housing Department and the Third Sector was a key factor which resulted in good quality service provision. Our commissioned services were given the autonomy to be innovative and solution focussed which ensured this vulnerable service user group were kept safe and supported.

APPENDIX A - DUNDEE HEALTH & SOCIAL CARE PARTNERSHIP
CARE INSPECTORATE GRADINGS FOR CARE HOMES IN DUNDEE - 1 APRIL 2022 TO 31 MARCH 2023

Name of Care Home and Provider Organisation	Service Type	Category DHSCP/ Private/ Vol	Inspection Date	KQ1	KQ2	KQ3	KQ4	KQ5	Requirements	Complaint(s) received during 22-23	Enforcement / Notice of Improvement
				How well do we support people's wellbeing?	How good is our leadership?	How good is our staff team?	How good is our setting?	How well is our care and support planned?			
Balcarres HC-One Limited	Care Home (Older People)	Private	Last Inspected 19.01.22						No	No	No
Balhousesie Clement Park Balhousesie Holdings Limited	Care Home (Older People)	Private	26.04.22 Follow-up	3	3	-	-	-	Yes	Yes	No
			14.10.22	3	3	3	4	3	Yes	-	No
			16.02.23 Follow-up	3	3	-	-	3	Yes	-	No
Balhousesie St Ronan's Balhousesie Holdings Limited	Care Home (Older People)	Private	22.07.22	4	4	3	4	3	Yes	Yes	No
			04.11.22 Follow-up	2	3	2	-	2	Yes	-	No
			03.02.23 Follow-up	2	-	2	-	2	Yes	-	No
Ballumbie Court HC-One Limited	Care Home (Older People)	Private	28.07.22	3	3	3	3	3	Yes	Yes	No
			17.01.23 Follow-up	3	-	-	-	3	Yes	-	No

Benvie Duncare Ltd	Care Home (Older People)	Private	Last Inspected 11.12.20					No	No	No	
Bridge View Sanctuary Care	Care Home (Older People)	Private	26.10.22	4	4	-	-	-	No	Yes	No
The Bughties Enhance Healthcare Ltd	Care Home (Older People)	Private	(Previously named Elder Lea Manor - Last inspected 17.11.20)					-	Yes	-	
Carmichael House Kennedy Care Group (Holdings) Limited	Care Home (Older People)	Private	05.05.22	2	3	3	3	3	Yes	Yes	No
			06.07.22 Follow-up	3	-	4	4	-	Yes	-	No
Ellen Mhor Cygnet Healthcare	Care Home (Learning Dis)	Private	Last inspected 10.06.20					No	No	No	
Ferry House Committee of Management	Care Home (Older People)	Voluntary	04.05.22	5	5	-	-	-	No	No	No
Forebank Care Home Brookesbay Care Group	Care Home (Older People)	Private	21.07.22	4	4	4	4	5	No	Yes	No
Harestane Care Home Priority Care Group Ltd	Care Home (Older People)	Private	22.06.22	5	5	5	5	5	No	No	No
Janet Brougham House Dundee HSCP	Care Home (Older People)	Dundee HSCP	18.05.22	3	4	-	-	-	No	No	No
			30.06.22 Follow-up	4	-	-	-	-	No	No	No
Lochleven Thistle Healthcare Ltd	Care Home (Older People)	Private	19.10.22	3	3	4	3	4	No	No	No
			20.02.23 Complaint	2	KQ1 re-graded as a result of an upheld complaint					No	Yes
McGonagall House	Care Home	Private	20.04.22	3	3	3	4	3	Yes	No	No

Rosebank (Dundee) Limited	(Adults-ARBD)											
January 2023 – Transfer of Ownership from Brookesbay Care Group to Enhance Healthcare Ltd												
Mackinnon Centre Dundee HSCP	Care Home (Phys/Sensory Impairment - Respite)	Dundee HSCP	17.10.22	4	3	-	-	-	Yes	No	No	
			24.02.23 Follow-up	-	4	-	-	-	No	-	No	
Menzieshill House Dundee HSCP	Care Home (Older People)	Dundee HSCP	05.08.22	4	4	-	-	-	No	No	No	
Moyness Care Home Balhousie Holdings Limited	Care Home (Older People)	Private	Last inspected 30.09.21						No	No	No	
Orchar Nursing Home Orchar Care Ltd	Care Home (Older People)	Private	08.06.22	5	5	-	-	-	No	No	No	
Pitkerro Care Centre Hudson Healthcare Ltd	Care Home (Older People)	Private	18.07.22	2	2	2	2	2	Yes	No	No	
			22.09.22 Follow-up	No change to grades						Yes	-	No
			11.11.22 Follow-up	No change to grades						Yes	-	No
			15.02.23 Follow-up	3	3	3	3	3	No	-	No	
Redwood House Kennedy Care Group (Holdings) Limited	Care Home (Older People)	Private	21.04.22	3	3	-	-	-	Yes	No	No	
Riverside View Care Home HC-One Limited	Care Home (Older People)	Private	31.08.22	3	4	4	4	4	Yes	Yes	No	

Sense Scotland Dundee Respite Sense Scotland	Care Home (Learning Dis)	Private	01.07.22	5	5	-	-	-	No	No	No
St Columba's Care Home Priority Care Ltd	Care Home (Older People)	Private	20.10.22	3	4	-	-	-	Yes	No	No
			27.01.23 Follow-up	No change to grades						No	-
St Margaret's Home – Dundee Trustees of St Margaret's Home	Care Home (Older People)	Voluntary	15.12.22	3	4	4	3	4	Yes	Yes	No
Thistle Cygnet Healthcare	Care Home (Learning Dis)	Private	Last inspected 29.09.20						No	No	No
Turriff House Dundee HSCP	Care Home (Older People)	Dundee HSCP	12.09.22	5	5	-	-	-	No	No	No
White Top Dundee HSCP	Care Home (Learning Dis - Respite)	Dundee HSCP	09.08.22	6	6	-	-	-	No	No	No

KEY:

- 6 excellent
- 5 very good
- 4 good
- 3 adequate
- 2 weak
- 1 unsatisfactory

- ↑ signifies that the grade has improved since the previous inspection
- ↓ signifies that the grade has fallen since the previous inspection
- no arrow signifies the grade has stayed the same grade
- where there is no grade this signifies that the theme was not inspected

**APPENDIX B - DUNDEE HEALTH & SOCIAL CARE PARTNERSHIP
CARE INSPECTORATE GRADINGS FOR ADULT SERVICES (EXCLUDING CARE HOMES) - 1 APRIL 2022 TO 31 MARCH 2023**

Name of Care Home and Provider Organisation	Service Type	Category DHSCP/ Private/ Vol	Inspection Date	KQ1	KQ2	KQ3	KQ4	KQ5	Requirements	Complaints	Enforcement / Notice of Improvement
				How well do we support people's wellbeing?	How good is our leadership?	How good is our staff team?	How good is our setting?	How well is our care and support planned?			

TENANCY SUPPORT

Positive Steps (East) The Positive Steps Partnership	Housing Support Service	Voluntary	28.03.23	5	3	5	-	4	Yes	No	No
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SUPPORT SERVICES – WITH CARE AT HOME

Allied Health-Services Dundee Allied Health-Services Limited	Housing Support Service	Private	12.09.22	5	4	4	-	4	No	No	No
Balmoral Dundee Balmoral Homecare Ltd	Housing Support Service	Private	New Service (No Report) – Registered 22.08.22 – Upheld Complaint during 2022-23						No	Yes	No
British Red Cross Support at Home The British Red Cross Society	Housing Support Service	Voluntary	06.02.23	4	4	-	-	-	No	Yes	No
Crossroads Caring Scotland – Dundee Crossroads Caring Scotland	Support Services – Care at Home	Voluntary	25.01.23	4	3	-	-	-	Yes	No	No
DCC – Home Care – Enablement and Support Cityside & Community MH Older People Team	Housing Support Service	DHSCP	Last inspected 31.01.20 – upheld complaint during 2022-23						No	Yes	No

The Inclusion Group Support Services – Care at Home The Inclusion Group (Dundee)	Support Services – Care at Home	Voluntary	21.02.23	4	3	-	-	-	Yes	No	No
Integrity Social Care Solutions Housing Support with Care at Home Integrity Social Care Solutions Ltd	Housing Support with Care at Home	Private	19.08.22	3	3	-	-	-	Yes	No	No
My Care Tayside My Care (Tayside) Limited	Housing Support Service	Voluntary	01.02.23	4	4	-	-	-	No	No	No
My Homecare (Dundee) Ltd My Homecare (Dundee) Ltd	Support Service – Care at Home	Private	27.06.22	5	4	-	-	-	No	Yes	No
Prestige Nursing and Care – Dundee Prestige Nursing Scotland Limited	Support Service	Private	30.09.22	2	2	3	-	3	Yes	Yes	No
			09.03.23	3	3	4	-	4	No	-	No
TayCare at Home TayCare at Home Ltd	Support Services – Care at Home	Private	19.12.22	5	5	-	-	-	No	No	No
TLA Neighbourhood Services TLA Neighbourhood Services Limited	Support Services – Care at Home	Private	31.10.22	4	3	-	-	-	Yes	No	No

HOUSING WITH CARE SERVICES (SUPPORT SERVICES WITH CARE AT HOME)

Dundee Housing with Care (Bield) Bield Housing and Care	Support Services – Care at Home	Voluntary	09.12.22	5	5	-	-	-	No	No	No
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CARE AT HOME/HOUSING SUPPORT (24/7 SERVICES)

Westlands Balfield Properites t/a Westlands	Care at Home/ Housing Support	Private	20.11.22	5	5	-	-	-	No	No	No
Magdalen House Priority Care Ltd	Care at Home/Housing Support	Private	20.09.22	5	4	-	-	-	No	No	No
Sense Scotland Supported Living: Dundee 1 & surrounding areas	Care at Home/ Housing Support	Private	03.02.23	4	3	-	-	-	Yes	No	No
Sense Scotland Supported Living: Dundee 2 & surrounding areas	Care at Home/ Housing Support	Private	21.07.22	4	4	4	-	5	No	No	No
Transform Community Development	Care at Home/ Housing Support	Private	11.08.22	2	3	-	-	-	Yes	No	No
			25.10.22 Follow-up	3	-	-	-	-	No	-	No

Name of Care Home and Provider Organisation	Service Type	Category DHSCP/ Private/ Vol	Inspection Date	KQ1	KQ2	KQ3	KQ4	KQ5	KQ7	Requirements	Complaints	Enforcement / Notice of Improvement
				How well do we support people's wellbeing?	How good is our leadership?	How good is our staff team?	How good is our setting?	How well is our care and support planned?	How good is our care and support during the Covid-19 pandemic?			
Hillcrest Futures – Dundee Learning Disability Services	Care at Home/ Housing Support	Voluntary	16.05.22	5	5	-	-	-	5	No	No	No

KEY:

- 6** excellent
- 5** very good
- 4** good
- 3** adequate
- 2** weak
- 1** unsatisfactory

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**APPENDIX C - DUNDEE HEALTH & SOCIAL CARE PARTNERSHIP – CARE HOME SERVICES
CARE INSPECTORATE REQUIREMENTS 2022-23**

Date of Inspection	Name of Org/Service	Service Type	How well do we support people's wellbeing	How good is our leadership?	How good is our staff team?	How good is our setting?	How well is our care and support planned?
22.07.22	Balhousie St Ronan's	Care Home - Private	4	4	3	4	3
04.11.22	Regrading		2	3	3	(4)	2
<p>Requirement 1 By 31 October 2022 the provider must ensure there are, at all times, enough suitably qualified and competent individuals working in the care service to provide safe, high quality services to ensure the best health care outcomes for people. To do this, the provider must, at a minimum consider and record:</p> <ul style="list-style-type: none"> a) the appropriate mix of staff skills required to meet the needs of people using the service over a 24 hour period. This should include nursing staff, care staff, wellbeing co-ordinators and medication administration as well as ancillary staff; b) how and where staff are deployed; c) the location of the service and time taken for additional support to arrive if needed; and d) significant events - for example end of life care, people starting to use or leaving the service. <p>Requirement 2 By 31 October 2022, the provider must promote the health, welfare and safety of those who use the service by ensuring that all personal plans, risk assessments and care plans:</p> <ul style="list-style-type: none"> a) accurately reflect the assessed current health and care needs of the person; b) describe in detail the need and abilities of the person and the support required to meet those needs; c) accurately reflect any identified risks to the person's health and includes an assessment of those risks and the steps that are to be taken to reduce or mitigate these risks; d) are always implemented; and e) are reviewed every six months. 							
Follow up inspection 04.11.22 – 2 requirements not met and timescales extended to 31 January 2023							
Follow up inspection 03.02.23 – 2 requirements not met and timescales extended to 30 April 2023							
<p>The undernoted additional requirements made outwith an inspection on 23.08.22. This was also not met by 31 January 2023 and the timescale extended. The provider must make proper provision for the health, welfare and safety of people using the service. In particular, have appropriate procedures for the prevention and control of infection. To be completed by: 30 April 2023</p>							

05.05.22	Carmichael House	Care Home - Private	2	3	3	3	3
06.07.22	Re-grading		3	(3)	4	4	(3)

Requirement 1

By 20 May 2022 the provider must ensure that people experience care in an environment that is clean, safe and minimises the risk of infection. In particular you must:

- a) replace damaged items of equipment;
- b) ensure that all equipment is kept clean;
- c) ensure external clinical waste containers are locked at all times;
- d) ensure that storage in ensuite bathrooms is suitable and effective at keeping items free from contamination; and
- e) implement policies relating to the cleaning of the care service and infection prevention and control that are up to date and in line with ARHAI Scotland Guidance Safe Management of the Care Environment.

Requirement 2

By 30 June 2022, the provider must ensure that people experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment. To do this the provider must, at a minimum:

- a) ensure maintenance checks of the building and equipment are thorough;
- b) ensure staff are aware of their responsibility to report issues; and
- c) develop a maintenance plan that takes into account key priorities for action with realistic timescales to improve the environment, including measures which improve infection prevention and control and people having access to a bath.

Requirement 3

By 30 June 2022, the provider must promote the health, welfare and safety of those who use the service by ensuring that all personal plans, risk assessments and care plans:

- a) accurately reflect the assessed current health and care needs of the person;
- b) describe in detail the need and abilities of the person and the support required to meet those needs;
- c) accurately reflect any identified risks to the person's health and includes an assessment of those risks and the steps that are to be taken to reduce or mitigate these risks;
- d) are always implemented; and
- e) are reviewed every six months.

Follow up inspection 06.07.23 – **Requirements 1 and 2 met. Requirement 3 extended to 30 September 2023**

18.07.22	Pitkerro Care Centre	Care Home - Private	2	2	2	2	2
22.09.22	No change to gradings		(2)	(2)	(2)	(2)	(2)
11.11.22	No change to gradings		(2)	(2)	(2)	(2)	(2)
15.02.23	Regrading		3	3	3	3	3

Requirement 1

By 16 September 2022, the provider must ensure medication is managed in a manner that protects the health, welfare and safety of service users. In order to achieve this the provider must ensure;

- a) administration of medication or reason for omission must be recorded on the MAR sheet at the time of administration
- b) all prescribed creams are within their use by dates and safe for use
- c) staff follow guidelines on the record keeping of all controlled drugs. The controlled drugs register should reflect the current stock balance within the care home.

Requirement 2

By 31 August 2022, the provider must ensure that service users experience care in an environment that is safe and minimises the risk of infection. In particular you must:

- a) ensure that the internal premises, furnishings, and equipment are safe, clean, and fit for purpose
- b) ensure that liners are in all waste bins
- c) ensure that all mattresses are subject to regular cleaning
- d) ensure that all food that has past its use by date is disposed off
- e) ensure that processes such as enhanced cleaning schedules and regular quality assurance checks of the cleaning undertaken are in place.

Requirement 3

By 17 October 2022, the provider must ensure people's independence is supported, and their emotional and social needs are met. To do this, the provider must, at a minimum:

- a) Record peoples preferences and choices in relation to meaningful activities
- b) Provide regular meaningful activities suitable for peoples choices and preferences
- c) Provide people with purpose, and support to achieve their potential
- d) Appropriate activities should be available within and outside the home

Requirement 4

By 30 September 2022, the provider must ensure that service users experience a service which is well led and managed and which results in better outcomes for people through a culture of continuous improvement, with robust and transparent quality assurance processes. To do this, the provider must, at a minimum:

- a) there is a quality assurance system in place to support a culture of continuous improvement
- b) effective action planning takes place within reasonable timescales which addresses identified areas for improvement
- c) ensure the quality assurance systems and processes in relation to infection prevention and control and care practices are further enhanced.

Requirement 5

By 16 September 2022, the provider must ensure service users are cared for and treated with dignity and respect. To do this, the provider must, at a minimum:

- a) Ensure all staff receive appropriate training in values and principles of good care
- b) Implement a system to review staff practice and take appropriate action when improvements are identified
- c) Staff are aware of, and take account of their professional codes of practice.

Requirement 6

By 31 October 2022, the provider must ensure the service is decorated and maintained to a standard appropriate for service users level of independence, abilities and support needs. To do this, the provider must, at a minimum:

- a) Implement a system for reviewing the home environment to identify required improvements
- b) Develop and implement an action plan detailing how the required improvements will be met, and timescales
- c) Ensure all fixtures and furnishings are fit for their purpose
- d) Any furniture or equipment not fit for purpose must be removed or replaced.

Requirement 7

By 30 September 2022, the provider must ensure each service user has a personal plan that accurately documents their health, welfare and safety needs, and how these needs are to be met. To do this, the provider must, at a minimum:

- a) Fully involve the service user and any representative in developing the plan
- b) Ensure service users choices, decisions and preferences are included

Follow up inspection 22.09.22 – **2 of 3 requirements inspected against were met**

Follow up inspection 11.11.22 – **2 of 7 requirements inspected against were met**

Follow up inspection 15.02.23 – **All requirements inspected against were met**

Legend:

6	excellent
5	very good
4	good
3	adequate
2	weak
1	unsatisfactory

() signifies that the theme was not assessed at this inspection therefore the grade is brought forward from previous inspection

**APPENDIX D - DUNDEE HEALTH & SOCIAL CARE PARTNERSHIP - ADULT SERVICES
(EXCLUDING CARE HOMES)
CARE INSPECTORATE REQUIREMENTS 2022-23**

Date of Inspection	Name of Org/Service	Service Type	How well do we support people's wellbeing	How good is our leadership?	How good is our staff team?	How good is our setting?	How well is our care and support planned?
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22.07.22	Prestige Nursing and Care - Dundee	Support Service - Private	2	2	3	-	3
04.11.22	Regrading		3	3	4	-	4

Requirement 1

The provider must make proper provision for the health, welfare and safety of people using the service, in particular, the provider must:

- a) Ensure that people are provided safe and effective support to meet their medication needs.
- b) Ensure that visits are planned in accordance with people's medication needs.
- c) Ensure adequate monitoring of medication errors and ensure appropriate investigations are undertaken where errors have occurred.

To be completed by: 05 January 2023

Requirement 2

The provider must make proper provision for the health, welfare and safety of people using the service. In particular the provider must:

- a) Ensure significant improvement to the personal care and support provided, including; personal and intimate care, oral care and skin care.
- b) Ensure significant improvement to staff conduct and attitude toward responsibilities and duty of care.
- c) Ensure record keeping is reflective and in accordance with the care and support provided.
- d) Ensure significant improvement in meeting people's nutrition and hydration needs, including improving staff awareness, skills and knowledge of ensuring a balanced and nutritious diet, affording people choice of meals and ensuring people's wishes are respected.

To be completed by: 05 January 2023

Requirement 3

The provider must ensure that there are enough available suitably qualified and competent persons working in the care service to meet people's needs as agreed in their personal plan. To do this the provider must, at a minimum:

- a) Review their recruitment strategy and induction process.
- b) Communicate effectively with people using the service and their families about any changes to service.
- c) Liaise with relevant organisations to ensure that adequate support is in place should staffing levels fall short.

To be completed by: 5 January 2023

Requirement 4

The provider must make proper provision for the health, welfare and safety of people using the service. In particular, the provider must:

a) ensure that people are provided with care and support in accordance with the Care Plan and in accordance with the agreed duration of time.

To be completed by: 5 January 2023

Requirement 5

By 5 January 2023, the provider must ensure that there are enough available suitably qualified and competent persons working in the care service to meet people's needs as agreed in their personal plan. To do this the provider must, at a minimum:

a) Review their recruitment strategy and induction process.

b) Communicate effectively with people using the service and their families about any changes to service.

c) Liaise with relevant organisations to ensure that adequate support is in place should staffing levels fall short.

Requirement 6

By 5 January 2023, the provider must promote the health, welfare and safety of those who use the service by ensuring that all personal plans, risk assessments and care plans have up to date reviews (at least once in every six month period), which:

a) accurately reflects the assessed current health and care needs of the service user;

b) in detail, describes the needs and abilities of the service user and the support required to meet those needs;

c) accurately reflects any identified risks to the service user's health and includes an assessment of these risks and the steps that are to be taken to reduce and/or mitigate the risks; and

d) are always implemented.

Follow up inspection 09.03.23 – **All requirements met**

11.08.22	Transform Community Development	Care at Home/ Housing Support - Private	2	3	-	-	-
25.10.22	Regrading		3	(3)	-	-	-
<p>By 17 October 2022, in order to protect the health, welfare and safety of those who use the service, the provider must ensure that, as a minimum:</p> <p>a) people have a plan, developed in partnership with the person, which details the current support arrangements in place;</p> <p>b) the plan accurately reflects the risks that have been identified, the assessment of these and steps to be taken to reduce and/or mitigate the risks</p> <p>c) plans are evaluated at regular intervals and following significant events</p> <p>d) plans and subsequent records are written in a way which demonstrates respect, dignity and a least restrictive approach; and</p> <p>e) implement a monitoring and quality assurance system to ensure robust maintenance of written records</p> <p>By 17 October 2022, in order to ensure infection prevention and control practices are safe for people experiencing support, the provider must, at a minimum:</p> <p>a) ensure staff receive training in relation to infection prevention and control;</p> <p>b) develop contingency plans detailing how people will be safeguarded in the event of an outbreak of infection; and</p> <p>c) implement a monitoring and quality assurance system to ensure safe infection prevention and control practice</p>							
Follow up inspection 25.10.22 – All requirements inspected against were met							

Legend:

6	excellent
5	very good
4	good
3	adequate
2	weak
1	unsatisfactory

() signifies that the theme was not assessed at this inspection therefore the grade is brought forward from previous inspection

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